

OUR APPROACH:

- ♦ Listen
- ♦ Present options
- ♦ Support you in your decisions

WE BELIEVE:

- ♦ Each person's call is important
- ♦ We can work together to solve problems
- ♦ We can be a bridge between you and the County Mental Health Plan



*DMH Medi-Cal
Ombudsman Services*

Arnold Schwarzenegger, Governor
State of California

Kimberly Belshé, Secretary
California Health and Human Services
Agency

Stephen W. Mayberg, Ph.D., Director
California Department of Mental Health



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MEDI-CAL OMBUDSMAN SERVICES



Providing Help With Your
Medi-Cal Mental Health
Services

Need Help?



**We can assist
with your
Medi-Cal
Mental
Health
Services**

Call:

(800) 896-4042

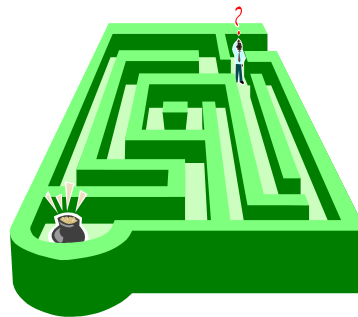
Interpreter Services
Available

Or for TTY

(800) 896-2512

Our Goal

Ombudsman Services is here to help people receiving Medi-Cal, their families, and their advocates find their way through the mental health managed care system.



Our office is one way for people receiving Medi-Cal to find information, or to receive help with their Mental Health Plan services. We can help you directly or link you to the resources that may be of value to you, your children, or other family members.

How We Can Help?

- ♦ Provide you with information on how the system works
- ♦ Explain your rights and choices
- ♦ Help you solve problems with getting the services you need



- ♦ Assist in communication between parties to help resolve disagreements
- ♦ Request information on your behalf
- ♦ Refer you to others who may be of assistance